


# *Students ~ Are you locked out of WebAdvisor? Here are the steps to reset your password*


## **From WebAdvisor Main Menu**

Click on *Account Information* or *What's my Password?*  
Choose *Reset my Password*  
Enter your last name and either your SSN or your 7-digit student ID (include the zeros)  
Click on *Submit*



## **Select an email account**

This must be your APU email  
Verify your email address and click on *Submit*



The following message displays:



Click on *OK*, this returns you to **Reset My Password**

## **Check your email account to retrieve your temporary password**

From the **Reset my Password** screen, click on *WebMail*

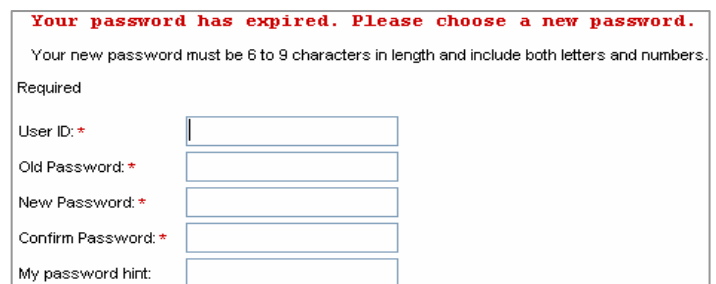


Enter your email login, and password  
Find the email sent from WedAdvisor, highlight and copy the temporary password (or write it down, you will need it more than once). Close out of your webmail.

## **Return to WebAdvisor**

Click on *Log In*  
Enter your WebAdvisor username  
Paste in or enter the temporary password  
Click on *Submit*

Enter ID - your WebAdvisor username  
Enter Old Password – use the temporary password  
Enter a New Password - see password parameters  
Create a password hint  
Click on *Submit*



## **Password Parameters**

6-9 characters with a mix of letters and numbers - must contain at least one number  
Case sensitive - but not required  
Avoid the use of special characters - anything that is not a lower/upper-case letter or a number  
New password cannot be the same as your User ID  
Okay to use the same password as your email  
Cannot reuse any of your previous three passwords